



April 5, 2010

Jocelyn Boyd, Chief Clerk/Administrator  
SC Public Service Commission  
101 Executive Center Dr., Suite 100  
Columbia, SC 29211

**RE: 1Q2010 Service Quality Reports for ILEC Operations**

Dear Mrs. Boyd:

In accordance with current Commission Regulations 106-618 and 103-619, I have submitted the above referenced reports to the ORS under the Commission's standing protective order adopted by the Commission in Docket No. 2007-375-C. The reports have been filed with the ORS in both a proprietary confidential form and in a redacted public version; however, a copy of these reports (public or proprietary) have not been filed with the Commission.

- J Farmers Telephone Cooperative, Inc. is committed to achieving, and exceeding, the service performance goals as established by Commission Regulations and by our customer expectations. Thank you for your cooperation and understanding.

Sincerely,

A handwritten signature in cursive script, which appears to read "Ronald K. Nesmith", is written over the word "Sincerely,".

Ronald K. Nesmith  
External Affairs & Chief Regulatory Officer



**Farmers Telephone Cooperative, Inc. (ILEC)**  
**Quarterly Service Quality Reports**  
**1Q2010**

REDACTED VERSION FOR PUBLIC INSPECTION

	January	February	March	Quarter
Number Access Lines	46,683	46,462	46,536	46,536
Total Reported Troubles	650	1,089	559	2,298
Troubles per 100 Access Lines per month	1.39	2.34	1.20	1.64
Out-Of-Service (OOS) Reports	614	539	625	1,778
Percent OOS Cleared Within 24 hrs.	93%	92%	93%	93%
New Applications Held >30 Days	0	1	0	1
Regrade Applications Held >30 Days	0	0	0	0
% Service Orders Completed Within 5 Days	95%	95%	96%	95%
Commitments Fulfilled				